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**FACSIMILE COVER SHEET**

TIME: \_\_\_\_\_

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Please deliver the following page(s) to:

Name: Thjuan P. Knowlin, Examiner  
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Facsimile Number: (703) 872-9306

Our File Number: 4366-27

Your Ref. No.: 09/235,065 filed January 21, 1999

Total Number of Pages, including this cover page: 16

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**MESSAGE:**

Attached is an Amendment After Final to be filed in connection with the above-identified patent application.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

MAR 17 2005

Appl. No. : 09/235,065  
Applicant : DENTON et al.  
Filed: : January 21, 1999  
TC/A.U. : 2642  
Examiner: : Knowlin, Thjuan P.  
Docket No. : 4366-27  
Customer No. : 48500  
Title: : "CALL CENTER TELEPHONE AND DATA FLOW CONNECTION  
SYSTEM"

## CERTIFICATE OF FACSIMILE TRANSMISSION

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SHERIDAN ROSS P.C.

BY: 

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AFTER FINAL**

Dear Sir:

Applicant submits this Amendment After Final to address the Office Action having a mailing date of January 26, 2005. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 14 of this paper.